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2011-334.C

ELLIOTT & ELLIOTT, P.A.  
ATTORNEYS AT LAW  
1508 Lady STREET  
COLUMBIA, SOUTH CAROLINA 29201  
[sellott@elliottlaw.us](mailto:sellott@elliottlaw.us)

SCOTT ELLIOTT

TELEPHONE (803) 771-0555  
FACSIMILE (803) 771-8010

August 23, 2011

**VIA E-FILE**

Jocelyn Boyd, Esquire  
Chief Clerk and Administrator  
South Carolina Public Service Commission  
101 Executive Center Drive  
Columbia, SC 29210

RE: Application of Quad Comm, LLC for a Certificate of  
Public Convenience and Necessity to Provide Resold Long  
Distance Services Within the State of South Carolina  
Docket No.:

RECEIVED

PSC SC  
MAIL / DMS

Dear Ms. Boyd:

Enclosed please find for filing the Application of Quad Comm, LLC for a Certificate of Public Convenience and Necessity to Provide Resold Long Distance Telecommunication Services. By copy of this letter, I am serving the Office of Regulatory Staff.

If you have any questions or if I may provide you with any additional information, please do not hesitate to contact me.

Sincerely,

Elliott & Elliott, P.A.

Scott Elliott

SE/jcl

Enclosure

cc: Dukes Scott, Esquire w/enc.  
Tina Allen

**BEFORE THE  
PUBLIC SERVICE COMMISSION  
OF SOUTH CAROLINA**

In the Matter of:

Application Of **Quad Comm, LLC**  
For A Certificate Of Public Convenience  
Necessity To Provide Resold Long  
Distance Telecommunications Services  
Within The State Of South Carolina

DOCKET NO.: 2011-344-C

**APPLICATION**

Quad Comm, LLC or "Applicant" pursuant to S.C. Code Ann. §58-9-280(13), as amended, and Section 253 of the Telecommunications Act of 1996, respectfully submits this Application for Authority to Provide Resold Long Distance Service within the State of South Carolina. Pursuant to S.C. Code Ann. §58-9-585 and the general regulatory authority of the Commission, the Applicant also requests that the Commission regulate its long distance service offerings as described below in accordance with the principles and procedures established for alternative regulation in Orders No. 95-1734 and 96-55 in Docket No. 95-661-C, and as modified by Order No. 2001-997 in Docket No. 2000-407-C.

Applicant proposes to offer resold long distance telecommunications services to customers throughout the state. Applicant's primary market is business customers. In addition, the Company will provide to its Customers additional custom calling and class features, access to emergency call services (e.g. 911), directory assistance and other ancillary services.

Applicant also proposes to offer resold inbound and outbound interexchange telecommunications services and operator-assisted services to its presubscribed Customers.

All services are available twenty-four (24) hours per day, seven (7) days a week. The Applicant will commence offering service following the granting of this application.

Approval of this application will promote the public interest by increasing the level of competition within South Carolina. This competition will mandate that all exchange telecommunications providers will operate more efficiently, enabling the consumer to benefit via reduced rates. In support of this Application, Applicant respectfully slates as follows:

**1. The name and address of the Applicant are:**

Applicant: Quad Comm, LLC  
Address: 4352 SE 95th Street  
Ocala, FL 34480  
Telephone: 352-804-1550  
Facsimile: 352-433-2161

**2. All correspondence, notices, inquiries and other communications regarding this application should be sent to:**

Attorney Name: Scott Elliott  
Address: 1508 Lady Street  
Columbia, SC 29201  
Telephone: (803) 771-0555  
Facsimile: (803) 771-8010  
E-mail: selliott@elliottlaw.us

**3. Contact person regarding ongoing operations of the Company is:**

Applicant: Jenny Rohr, President & Managing Member  
Address: 3562 SW 24<sup>th</sup> Avenue Road  
Ocala, FL 34471  
Telephone: 352-804-1550

**4. Description of Applicant**

Applicant is a private corporation that was incorporated in the state of Florida on June 8, 2010. Certificates of Authority to Transact Business in the State of South Carolina is attached hereto as **Exhibit A**.

**5. Officers and Directors: See Exhibit B.**

## **6. Financial Ability**

Applicant has sufficient financial resources to operate in South Carolina. In support of the Company's financial ability to provide the proposed services, the Applicant offers its financial statements in **Exhibit C**.

## **7. Managerial and Technical Ability**

**Exhibit D** contains a brief overview of the managerial experience of Applicant. The Company has the managerial experience in the telecommunications industry that will allow it to be a successful Resold Long Distance Service provider.

## **8. Proposed Service Territory**

Applicant proposes to offer resold long distance service. Long distance service will be offered throughout the State of South Carolina. **Exhibit E** contains the proposed interexchange tariff of Applicant.

## **9. Public Interest and Need**

Approval of this application and Applicant's proposed tariffs will serve the public interest and offer several benefits to consumers in South Carolina. First and foremost, Applicant will offer its Customers the ability to have seamless service for interstate and international toll services. The granting of Applicant's application is consistent with S.C. Code Ann. §58-9-280(B), as amended by 1996 Act No. 354, and, in that regarding Applicant makes the following representations to the Commission:

- A. Applicant possesses the technical, financial, and managerial resources sufficient to provide the services requested;
- B. Applicant, to the extent it is required to do so by the Commission, will participate in the support of universally available telephone service at affordable rates; and,

## **10. Waivers and Regulatory Compliance**

Applicant requests that the Commission grant it a waiver of those regulatory requirements inapplicable to competitive providers. Such rules are not appropriate for competitive providers and constitute an economic barrier to entry into the local exchange market.

- A. Applicant requests that it be exempt from any financial recording rules or regulations that require a carrier to maintain its financial records in conformance with the Uniform System of Accounts ("USOA"). As a competitive provider, Applicant currently maintains its books and records in accordance with Generally Accepted Accounting Principles ("GAAP"). GAAP is used extensively by interexchange carriers. Since Applicant utilizes GAAP, the Commission will have a reliable method by which to evaluate Applicant's operations. Therefore, Applicant requests to be exempt from any and all USOA requirements of the Commission.
- B. In addition, Applicant requests a waiver of S.C. Reg. 103-610, and to be allowed to maintain its books and records at its headquarters location in Ocala, Florida. In the event that the Commission finds it necessary to review Applicant's books, this information will be provided upon request to the Commission or Applicant will bear the expense of travel for the Commission staff to examine the books and records located outside of South Carolina.
- C. Applicant finally requests waivers of any reporting requirements which are not applicable to competitive providers such as Applicant because such requirements (a) are not consistent with the demands of the competitive market; or (b) they constitute an undue burden on a competitive provider, thereby requiring an ineffective allocation of resources.

Applicant reserves the right to seek any regulatory waivers which may be required for Applicant to compete effectively within the states' local exchange and resale market.

## **11. Alternative Regulation of Business Service Offerings**

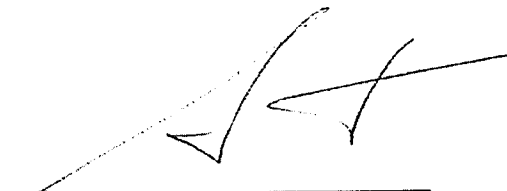
In Docket No. 95-661-C response to a Petition for Alternative Regulation by AT&T Communications of the Southern States, the Commission determined that there was sufficient competition in the market for interexchange telecommunication services to justify a relaxation in the manner in which AT&T was regulated. The Commission determined that AT&T was not required to file maximum rates for long distance business service offerings and that its tariffs be presumed valid upon filing, subject to the Commission's right within seven days to institute an investigation of the tariff filing. Applicant submits that as a competitor of AT&T in the market for providing telecommunication services to customers, it should be subject to no regulatory constraints greater than those imposed on AT&T. Applicant requests that its interexchange business services offerings described in its proposed tariff be regulated under this form of relaxed regulation.

This Application demonstrates that Applicant has the technical, financial and managerial resources to provide resold-based long distance service within South Carolina. The granting of this Application will promote the public interest by increasing the level of competition in the telecommunications markets of the state. Competition of this nature will mandate that all telecommunications providers will operate more efficiently and improve the overall service quality for consumers.

Approval of the Application of Applicant will serve the public interest by offering consumers throughout the State of South Carolina a meaningful quality service option. Approval of this Application will also benefit consumers by creating greater competition in the interexchange marketplace. Competition in the telecommunications marketplace inspires innovation and development of services that meet customer needs cost effectively.

**WHEREFORE**, Applicant respectfully petitions this Commission for authority to operate as a reseller of long distance telecommunications services in the State of South Carolina in accordance with this Application, for alternative regulation of its long distance business service offerings, and for such other relief as it deems necessary and appropriate,

Respectfully Submitted,



\_\_\_\_\_  
Scott Elliott  
Elliott & Elliott, P.A.  
1508 Lady Street  
Columbia, SC 29201  
803-771-0555 (P)  
803-771-8010 (F)  
[selliott@elliottlaw.us](mailto:selliott@elliottlaw.us)

Counsel for Applicant

Columbia, SC

August 23, 2011

In the Matter of:

Application of QUAD COMM, LLC for a Certificate of  
Public Convenience and Necessity to Provide Resold  
Long Distance Telecommunications Services Within the  
State of South Carolina

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## EXHIBIT A

South Carolina Certificate of Authority

Articles of Incorporation



# *State of Florida*

## *Department of State*

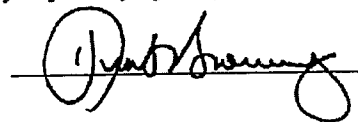
I certify from the records of this office that QUAD COMM, LLC is a limited liability company organized under the laws of the State of Florida, filed on June 14, 2010, effective June 8, 2010.

The document number of this limited liability company is L10000063032.

I further certify that said limited liability company has paid all fees due this office through December 31, 2011, that its most recent annual report was filed on February 23, 2011, and its status is active.

I further certify that said limited liability company has not filed Articles of Dissolution.

*Given under my hand and the Great Seal of  
Florida, at Tallahassee, the Capital, this the  
Twenty Fifth day of May, 2011*



*Secretary of State*



Authentication ID: 500208124705-052511-L10000063032

To authenticate this certificate, visit the following site, enter this ID, and then follow the instructions displayed.

<https://efile.sunbiz.org/certauthver.html>

## **Detail by Entity Name**

### **Florida Limited Liability Company**

QUAD COMM, LLC

### **Filing Information**

**Document Number** L10000063032

**FEI/EIN Number**

**Date Filed** 06/14/2010

**State** FL

**Status** ACTIVE

**Effective Date** 06/08/2010

### **Principal Address**

2303 SE 17TH STREET  
201  
OCALA FL 34471 US

### **Mailing Address**

2303 SE 17TH STREET  
201  
OCALA FL 34471 US

### **Registered Agent Name & Address**

CORTES, JOSE H JR  
4 SOUTHEAST BROADWAY STREET  
OCALA FL 34471 US

### **Manager/Member Detail**

#### **Name & Address**

Title MGR

ROHR, JENNY  
3562 SOUTHWEST 24TH AVENUE ROAD  
OCALA FL 34471 US

Title MGR

FERNANDEZ, GINA  
8280 SOUTHEAST 15TH COURT  
OCALA FL 34480 US

### **Annual Reports**

#### **Report Year Filed Date**

2011 02/23/2011

# *The State of South Carolina*




*Office of Secretary of State Mark Hammond*

## **Certificate of Authorization**

I, Mark Hammond, Secretary of State of South Carolina Hereby certify that:

QUAD COMM. LLC, A Limited Liability Company duly organized under the laws of the State of FLORIDA, and issued a certificate of authority to transact business in South Carolina on July 9th, 2010, with a duration that is at will, has as of this date filed all reports due this office, paid all fees, taxes and penalties owed to the Secretary of State, that the Secretary of State has not mailed notice to the company that it is subject to being dissolved by administrative action pursuant to section 33-44-809 of the South Carolina Code, and that the company has not filed a certificate of cancellation as of the date hereof.

Given under my Hand and the Great  
Seal of the State of South Carolina this  
24th day of November, 2010.

  
Mark Hammond, Secretary of State

In the Matter of: )  
 )  
Application of QUAD COMM, LLC for a Certificate of )  
Public Convenience and Necessity to Provide Resold )  
Long Distance Telecommunications Services Within the )  
State of South Carolina )  
\_\_\_\_\_ )

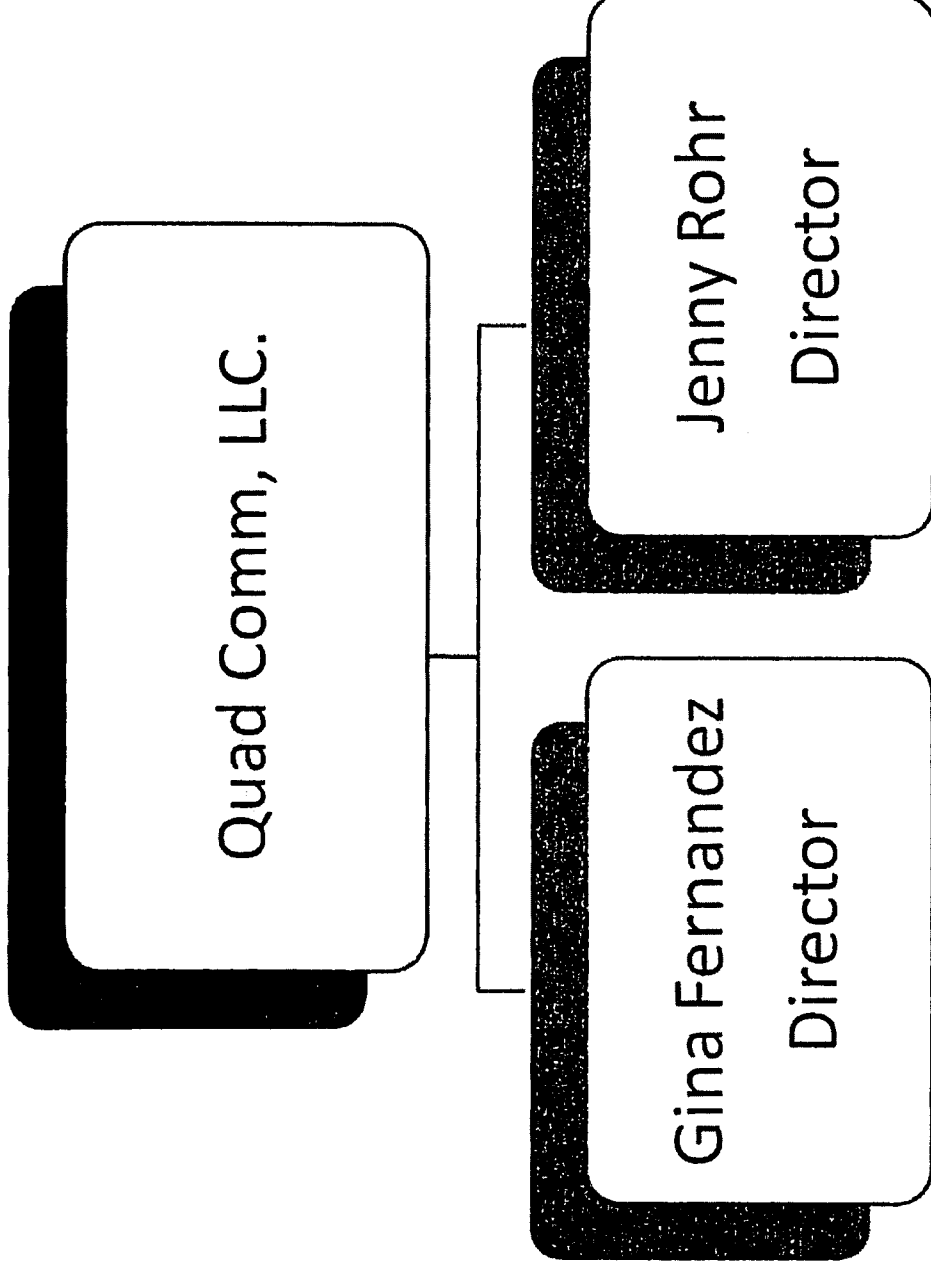
## EXHIBIT B

Officers, Directors and Legal Counsel

Quad Comm, LLC.

Gina Fernandez  
Director

Jenny Rohr  
Director



In the Matter of:

Application of QUAD COMM, LLC for a Certificate of  
Public Convenience and Necessity to Provide Resold  
Long Distance Telecommunications Services Within the  
State of South Carolina

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## EXHIBIT C

### Financial Statements

COLLIER, JERNIGAN & GOEDERT, P.A.  
CERTIFIED PUBLIC ACCOUNTANTS

February 19, 2011

To the Board of Directors of  
QUAD COMM, LLC

We have compiled the accompanying statement of assets, liabilities & equity-income tax basis of QUAD COMM, LLC as of December 31, 2010 and the related statements of revenues and expenses-income tax basis for the 12 Months then ended, in accordance with Statements on Standards for Accounting and Review Services issued by the American Institute of Certified Public Accountants. These financial statements have been prepared on the accounting basis used by the company for income tax purposes, which is a comprehensive basis of accounting other than generally accepted accounting principles.

A compilation is limited to presenting in the form of financial statements information that is the representation of management. We have not audited or reviewed the accompanying financial statements and, accordingly, do not express an opinion or any other form of assurance on them.

Management has elected to omit substantially all of the disclosures and the statement of retained earnings-income tax basis ordinarily included in financial statements prepared on the income tax basis of accounting. If the omitted disclosures and the statement of retained earnings-income tax basis were included in the financial statements, they might influence the user's conclusions about the Company's assets, liabilities, equity, revenues and expenses. Accordingly, these financial statements are not designed for those who are not informed about such matters.

The Company, with the consent of its shareholders, has elected under the Internal Revenue Code to be an S corporation. In lieu of corporation income taxes, the shareholders of an S corporation are taxed on their proportionate share of the company's taxable income. Therefore, no provision or liability for federal income taxes has been included in these financial statements.

We are not independent with respect to QUAD COMM, LLC as of December 31, 2010 and for the 12 Months then ended, because we are involved in the company's internal controls over financial reporting and assist management in certain contract negotiations.

*Collier, Jernigan & Goedert, P.A.*

Quad Comm LLC  
3-Year Cash Flow Projection  
2011

	60 min	January	February	March	April	May	June	July	August	September	October	November	December	Year To date
Beginning Cash Balance		\$ 2,142	\$ 1,942	\$ 1,742	\$ 1,542	\$ 1,342	\$ 1,142	\$ 942	\$ 1,092	\$ 1,242	\$ 1,392	\$ 1,542	\$ 1,692	\$ 2,142
Cash In-Flows														
Long Distance Sales		18,000	18,000	18,000	18,000	18,000	18,000	39,000	39,000	39,000	39,000	39,000	39,000	342,000
Cash Out-Flows														
Long Distance Cost	\$ 1.08	16,200	16,200	16,200	16,200	16,200	16,200	35,100	35,100	35,100	35,100	35,100	35,100	307,800
Licenses & Taxes		100	100	100	100	100	100	100	100	100	100	100	100	1,200
Professional Fees		400	400	400	400	400	400	400	400	400	400	400	400	4,800
Administration and Overhead		1,500	1,500	1,500	1,500	1,500	1,500	3,250	3,250	3,250	3,250	3,250	3,250	28,500
Net Cash In-Flow (Out-Flow)		18,200	18,200	18,200	18,200	18,200	18,200	38,850	38,850	38,850	38,850	38,850	38,850	342,300
		(200)	(200)	(200)	(200)	(200)	(200)	150	150	150	150	150	150	(300)
Ending Cash Balance		\$ 1,942	\$ 1,742	\$ 1,542	\$ 1,342	\$ 1,142	\$ 942	\$ 1,092	\$ 1,242	\$ 1,392	\$ 1,542	\$ 1,692	\$ 1,842	\$ 1,842



Quad Comm LLC  
3-Year Cash Flow Projection  
2012

	60 min	January	February	March	April	May	June	July	August	September	October	November	December	Year To date
Beginning Cash Balance		\$ 1,842	\$ 1,992	\$ 2,142	\$ 2,292	\$ 2,442	\$ 2,592	\$ 2,742	\$ 3,242	\$ 3,742	\$ 4,242	\$ 4,742	\$ 5,242	\$ 1,842
<b>Cash In-Flows</b>														
Long Distance Sales	\$ 1.20	39,000	39,000	39,000	39,000	39,000	39,000	60,000	60,000	60,000	60,000	60,000	60,000	594,000
<b>Cash Out-Flows</b>														
Long Distance Cost	\$ 1.08	35,100	35,100	35,100	35,100	35,100	35,100	54,000	54,000	54,000	54,000	54,000	54,000	534,600
Licenses & Taxes		100	100	100	100	100	100	100	100	100	100	100	100	1,200
Professional Fees		400	400	400	400	400	400	400	400	400	400	400	400	4,800
Administration and Overhead		3,250	3,250	3,250	3,250	3,250	3,250	5,000	5,000	5,000	5,000	5,000	5,000	49,500
Net Cash In-Flow (Out-Flow)		38,850	38,850	38,850	38,850	38,850	38,850	59,500	59,500	59,500	59,500	59,500	59,500	590,100
Ending Cash Balance		\$ 1,992	\$ 2,142	\$ 2,292	\$ 2,442	\$ 2,592	\$ 2,742	\$ 3,242	\$ 3,742	\$ 4,242	\$ 4,742	\$ 5,242	\$ 5,742	\$ 5,742

Quad Comm LLC  
3-Year Cash Flow Projection  
2013

	60 min	January	February	March	April	May	June	July	August	September	October	November	December	Year To date
Beginning Cash Balance		\$ 5,742	\$ 6,242	\$ 6,742	\$ 7,242	\$ 7,742	\$ 8,242	\$ 8,742	\$ 9,242	\$ 10,442	\$ 11,292	\$ 12,142	\$ 12,992	\$ 5,742
Cash In-Flows	\$ 1.20													
Long Distance Sales		60,000	60,000	60,000	60,000	60,000	60,000	81,000	81,000	81,000	81,000	81,000	81,000	846,000
Cash Out-Flows	\$ 1.08													
Long Distance Cost		54,000	54,000	54,000	54,000	54,000	54,000	72,900	72,900	72,900	72,900	72,900	72,900	761,400
Licenses & Taxes		100	100	100	100	100	100	100	100	100	100	100	100	1,200
Professional Fees		400	400	400	400	400	400	400	400	400	400	400	400	4,800
Administration and Overhead		5,000	5,000	5,000	5,000	5,000	5,000	6,750	6,750	6,750	6,750	6,750	6,750	70,500
Net Cash In-Flow (Out-Flow)		59,500	59,500	59,500	59,500	59,500	59,500	80,150	80,150	80,150	80,150	80,150	80,150	837,900
Ending Cash Balance		500	500	500	500	500	500	850	850	850	850	850	850	8,100
		\$ 6,242	\$ 6,742	\$ 7,242	\$ 7,742	\$ 8,242	\$ 8,742	\$ 9,242	\$ 9,592	\$ 10,442	\$ 11,292	\$ 12,142	\$ 12,992	\$ 13,842

**Quad Comm, LLC**  
**Statement of Assets, Liabilities & Equity**  
**Income Tax Basis**

	Dec 31, 10
<b>ASSETS</b>	
Current Assets	
Checking/Savings	
105 · Bank of America 0344	2,142.09
Total Checking/Savings	2,142.09
Accounts Receivable	
110 · Accounts Receivable	141,784.57
Total Accounts Receivable	141,784.57
Total Current Assets	143,926.66
Fixed Assets	
269 · Computer Equipment	16,165.14
270 · Machinery & Equipment	53,306.63
280 · Accumulated Depreciation	(7,322.26)
Total Fixed Assets	62,149.51
Other Assets	
355 · Software	,458.00
356 · Amortization of Software	(364.50)
Total Other Assets	1,093.50
<b>TOTAL ASSETS</b>	<b>207,169.67</b>
<b>LIABILITIES &amp; EQUITY</b>	
Liabilities	
Current Liabilities	
Accounts Payable	
402 · Accounts Payable	87,756.40
Total Accounts Payable	87,756.40
Other Current Liabilities	
404 · Dell	13,095.99
Total Other Current Liabilities	13,095.99
Total Current Liabilities	100,852.39
Total Liabilities	100,852.39
Equity	
Net Income	106,317.28
Total Equity	106,317.28
<b>TOTAL LIABILITIES &amp; EQUITY</b>	<b>207,169.67</b>

Read Accountant's Compilation Report

**Quad Comm, LLC**  
**Statement of Revenues & Expenses**  
**Income Tax Basis**

	Jan - Dec 10	% of Income
Ordinary Income/Expense		
Income		
601 · Sales TLS	126,096.05	73.0%
602 · Sales Long Distance	46,637.00	27.0%
Total Income	172,733.05	100.0%
Cost of Goods Sold		
701 · COS MRC	17,574.13	10.2%
Total COGS	17,574.13	10.2%
Gross Profit	155,158.92	89.8%
Expense		
854 · Advertising and Promotion	1,134.20	0.7%
855 · Amortization	384.50	0.2%
860 · Bank Service Charges	646.45	0.4%
873 · Computer and Internet Expenses	6,958.25	4.0%
878 · Depreciation Expense	7,322.26	4.2%
887 · Filing Fees	13,595.00	7.9%
903 · Interest Expense	214.69	0.1%
910 · Taxes & Licenses	435.75	0.3%
923 · Postage and Delivery	77.52	0.0%
925 · Professional Fees	18,095.02	10.5%
Total Expense	48,841.64	28.3%
Net Ordinary Income	106,317.28	61.6%
Net Income	106,317.28	61.6%

Read Accountant's Compilation Report

5:40 PM

03/22/11

**Quad Comm, LLC**  
**Account Listing**  
 March 22, 2011

Account	Type
105 · Bank of America 0344	Bank
110 · Accounts Receivable	Accounts Receivable
12001 · Undeposited Funds	Other Current Asset
263 · Furniture and Fixtures	Fixed Asset
269 · Computer Equipment	Fixed Asset
270 · Machinery & Equipment	Fixed Asset
280 · Accumulated Depreciation	Fixed Asset
355 · Software	Other Asset
356 · Amortization of Software	Other Asset
402 · Accounts Payable	Accounts Payable
404 · Dell	Other Current Liability
405 · Trade TSB	Other Current Liability
406 · Payroll Liabilities	Other Current Liability
30000 · Opening Balance Equity	Equity
30300 · Member 1 Draws	Equity
30400 · Member 1 Equity	Equity
30500 · Member 2 Draws	Equity
30600 · Member 2 Equity	Equity
559 · Retained Earnings	Equity
601 · Sales TLS	Income
602 · Sales Long Distance	Income
603 · Sales Other	Income
701 · COS MRC	Cost of Goods Sold
854 · Advertising and Promotion	Expense
855 · Amortization	Expense
856 · Automobile Expense	Expense
860 · Bank Service Charges	Expense
873 · Computer and Internet Expenses	Expense
876 · Charitable Contributions	Expense
878 · Depreciation Expense	Expense
880 · Dues and Subscriptions	Expense
884 · Meals and Entertainment	Expense
887 · Filing Fees	Expense
903 · Interest Expense	Expense
904 · Insurance Expense	Expense
910 · Taxes & Licenses	Expense
910 · Taxes & Licenses:910.1 · Taxes - Property	Expense
918 · Office Supplies	Expense
920 · Payroll Expenses	Expense
923 · Postage and Delivery	Expense
925 · Professional Fees	Expense
925 · Professional Fees:925.1 · Legal	Expense
925 · Professional Fees:925.2 · LD Consulting	Expense
925 · Professional Fees:925.3 · Training	Expense
925 · Professional Fees:925.4 · Accounting	Expense
928 · Rent Expense	Expense
930 · Repairs and Maintenance	Expense
941 · Telephone Expense	Expense
942 · Travel Expense	Expense
945 · Utilities	Expense
80000 · Ask My Accountant	Other Expense

In the Matter of: )  
 )  
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Public Convenience and Necessity to Provide Resold )  
Long Distance Telecommunications Services Within the )  
State of South Carolina )  
\_\_\_\_\_ }

## EXHIBIT D

### Resume of Key Employees

**Robert N. Clark**  
**18 Hemlock Radial Loop**  
**Ocala, FL 34480**  
**(352) 425-8593**

### **Strengths**

- Project Management Team Building & Leadership
- Staffing & Budgeting Planning & Scheduling
- Resource Planning & Allocation Multi-Project Administration
- Process Improvement
- Call Center Management, Telephony, Computer Telephony Integration
- Service Delivery Systems and Quality Management
- Skilled in structured cabling to EIA/TIA industry standards
- Experienced in telephone and computer systems integration.
- Excellent troubleshooting and problem isolation in various types of networks.
- Experienced in setup and maintaining small business networks
- Knowledgeable with electronics testing equipment

### **Accomplishments**

- **Samsung Certifications:** iDCS Basic Plus, iDCS Basic, iDCS Q-Sig, SPNet, ITP, OfficeServ 7000 series, OfficeServ Applications, OfficeServ Wireless, SVMi-E
- **Toshiba Certifications:** TCTS, TCTE-IP, Strategy(DOS,SES), Toshiba Video Communications Systems
- **Leviton Certifications:** Guide to Electrical Theory, Wiring Installer 1, Wiring Installer 2, Wiring Installer 3
- **CompTIA Certifications:** Net+

### **Experience**

#### **General Manager**

High Tech Communications, Inc.  
Ocala, FL 34480

November 2009 - Present

- Managed overall business process for the Company owners.
- Negotiate with vendors, outsourcers, and contractors to secure products and services
- Conduct research and make recommendations on network and telecommunications products, services, protocols, and standards in support of procurement and development efforts.
- Validate accuracy of invoices, manage monthly budget reconciliation, assign network and telecom costs to appropriate accounting units.
- Establish and maintain regular written and in-person communications with the organization's executives, decision-makers, stakeholders, department heads, and end users regarding pertinent network and telecom activities.
- Provide visible leadership on technology strategy and implementation, including input into the development of roadmaps for long range technical plans.

#### **Technician**

Raptor Technologies  
Knoxville, TN

December 2008-November 2009

- Handled installations and troubleshooting of Toshiba and ESI voice networks.
- Planned and installed the structured cabling for these projects

#### **Technician**

Epic Technologies

September 2007-November 2008

*Cookeville, TN*

- Handled installations and troubleshooting of Samsung, Mitel, Vodavi, Nurse Call, Door Access, Paging, and Data networks.
- Planned and installed the structured cabling for these projects
- Verified Samsung sales proposals

**Service Manager**

October 2004-September 2007

High Tech Communications

*Ocala, FL*

- Handled installations and troubleshooting of Samsung Products.
- Installed and maintain computer networks (Server 2000, SBS 2003) for clients.
- Handled purchasing and receiving of computer and phone equipment.
- Office Manager including daily tasks of lead acquisition and office personnel.
- Director of sales to include implementing estimates and acquisition.
- Process management and project planning.

**Owner**

Ocala Computer Consulting, Inc.

November 1999-October 2004

*Ocala, FL*

- Installed and maintain clients' computer networks (NT Server, Server 2000).
- Handled purchasing and receiving of equipment.
- Presented proposals for network design and implementation.
- Developed business relationships with companies in the same industry.
- Developed a suite of Historical Picture and Video CD-ROM's.
- Developed basic business card web sites

**Computer Technician**

June 1999-November 1999

Auto Insurance World.

*Ocala, FL*

- Managed the computer networks (Peer-to-Peer, and Server 2000) for five locations in Central Florida.
- Included troubleshooting various software programs.
- Installation of new computer systems and equipment.
- Troubleshoot and isolate network problem that arose.
- Recommended various solutions to enhance the performance of the networks.

**Education**

*Helena, MT*

Helena College of Technology

1998

A.S. Electronics Engineering

References Available on request.



Executive Manager of all accounts payable and receivable for Affordable Phone Services, Inc., Telecom Service Bureau, Inc., and Quad Comm.'s intra department overhead, expenses related to vendors, governing bodies related to CLECs, and approval of all federal taxes.

## **Gina Fernandez**

8280 SE 15<sup>th</sup> Court  
Ocala, FL 34480

---

### **EMPLOYMENT DETAILS**

#### **Owner**

**Quad Comm, LLC (June 8, 2010 -present)**

- Prepare financial statements and reports.
- Examine job of support staff and approve journal ledger for data entry.
- Manage all accounts receivable and accounts payable.
- Reconciliation of bank accounts.
- Reporting of all expenses and revenues by state classification.
- Point of contact for corporate accountant.
- Execute management contracts.

#### **Executive Account Manager (June 2009-March 2010)**

**Telecom Service Bureau, Inc., Ocala, FL**

- Prepare financial statements and reports.
- Examine job of support staff and approve journal ledger for data entry.
- Manage all accounts receivable and accounts payable.
- Reconciliation of bank accounts.
- Reporting of all expenses and revenues by state classification.
- Point of contact for corporate accountant.
- Supervise support staff.
- Assisted other team members of accounting department when required.

**Executive Account Manager (December 2001-present)**

**Affordable Phone Service, Inc., Ocala, FL**

- Prepare financial statements and reports.
- Examine job of support staff and approve journal ledger for data entry.
- Manage all accounts receivable and accounts payable.
- Reconciliation of bank accounts.
- Reporting of all expenses and revenues by state classification.
- Point of contact for corporate accountant.
- Supervise support staff.
- Assisted other team members of accounting department when required.

**Executive Account Manager (June 1998- November 2009)**

**High Tech Communications of Central Florida, Inc., Ocala, FL**

- Manage all accounts receivable and accounts payable.
- Reconciliation of bank accounts.
- Point of contact for corporate accountant.
- Supervise support staff.
- Assisted other team members of accounting department.

**COMPUTER SKILLS**

- Microsoft Office (Word & Excel)
- Quickbooks

# Michael E. Hernandez

2317 NE 36th Place  
Ocala, Florida 34479  
352-620-9919  
[mehherc@yahoo.com](mailto:mehherc@yahoo.com)

## INFORMATION TECHNOLOGY SPECIALIST

Experienced and knowledgeable Information Technology Professional seeking to contribute training and acquired skills from providing end user support and business systems support. Works well independently, or in a group setting providing all facets of computer support such as troubleshooting, installations, and maintenance. In-depth knowledge and understanding of numerous software packages and operating systems. Skilled at isolating and correcting security leaks and holes. Easily identify and resolve technical issues and concerns. Experienced at software auditing to ensure compliance with licensing.

## EXPERIENCE

### System Administrator, High Tech Communications, Ocala, FL

2010 - Present

Responsible for the upkeep and maintenance of Windows 2008 servers, Ubuntu Servers, SUSE Servers, OpenSUSE server, and Debian Workstations. Responsible for server security, DNS maintenance, DHCP maintenance. Address miscellaneous network issues that arise. Administrate user accounts and permissions. Assist remote users with connectivity to internal network. Set up and maintain firewall rules and issues. Set up and administrate VOIP server. Responsible for maintaining integrity of database that enables customers to dial in for long distance service. Train staff on proper corrective measures and procedures.

### Technician, Global-ENC, Ocala, FL

2006 - 2010

Responsible for the upkeep and maintenance Windows 2003 servers in multiple locations. Responsible for server security, DNS maintenance, DHCP maintenance. Address miscellaneous network issues that arise. Administrate user accounts and maintain exchange mailboxes. Responsible for the upkeep of the enterprise version of AVG, VIPRE, and VIPRE Email Security. Assist remote users with connectivity to internal network. Set up and maintain firewall rules and issues. Responsible for building the company's web site. Established as the POC for the Florida branch. Responsible for local service in Illinois, Ohio, Missouri, and Florida. Completed maintenance and upkeep for said companies on periodic intervals.

### Technician, Free Lance Support, Ocala, FL

2005 - 2006

Provide technical support to business customers. Repair various hardware conflicts and failures. Configure Windows 9X, 2000, and XP Stations. Corrected various server service errors. Setup users in domain structures. Configure workstations for domain use. Setup remote desktop connectivity.

### Senior Technician, Atlas Computers/Mid Florida Internet, Ocala, FL

2002 - 2005

Corrected various hardware conflicts and failures. Installed PC hardware for new servers, print servers, and users. Configure Windows 9X, 2000, and XP Stations. Assisted users with Internet Explorer and Netscape browsers. Helped customers correct errors with multiple email clients, Corrected various hardware conflicts / failures. Built and configured custom PC's to customer specifications. Give technical support for multiple connection types (Dial-up, DSL, ISDN, T1). Assist customers with updating their web sites. Set up email boxes in Imail, Correct miscellaneous DNS issues, Familiarity with Dreamweaver, Frontpage and Microsoft Office.

### Technician, Free Lance Support, Coral Springs, FL

2001 - 2002

Provided support on demand for multiple organizations, corrected miscellaneous system issues for end users and corporations, installed proprietary software and hardware for specialized clients, corrected damaged operating systems and software, provide telephone support to end users and organizations.

**Michael E. Hernandez**

**352-620-9919**

**mehherc@yahoo.com**

**Page Two**

**Help Desk Technician, Worldata & Webconnect, Boca Raton, FL**

**2000 - 2001**

Corrected errors in sixty computers and maintained the companies proprietary software programs. Corrected printer configurations errors, network issues on users computers, Windows NT 4.0 Servers and Windows 2000 Servers. Installed Windows NT 4.0 Servers and Windows 2000 Servers. Oversaw the fax broadcast system, phone line system, set extensions, and created passwords. Set-up /added new / deleted e-mail users. Transferred files to media, organized into FoxPro 5. Created Access databases to track data location, originated e-mails for mass distribution.

**Senior Technician, CNS, Boca Raton, FL**

**1996 - 2000**

Troubleshooting for Windows NT Systems, corrected IP addressing schemes, various hardware conflicts and failures. Configured bridges between different backbones and security resolutions. Installed PC hardware for new servers, print servers, and users. Granted access to directories and completed Novell upgrades / updates. Set-up Invisible / Lantastic Network Servers and configure DOS and Windows 9X Stations. Assisted users with Symphony, Internet Explorer, and Netscape browsers. Technical support professional managing various hardware conflicts / failures. Configured RJ-45 and Coaxial Network Cabling. Built and configured custom PC's to customer specifications.

**EDUCATION**

**QuickCert, Florida - Online**

**2006**

Certification Training – MCSA+S Course Study

**Fast Train, Ft. Lauderdale, FL**

**2001**

Certification Training - Received MCP

**Keiser College, Ft. Lauderdale, FL**

**1998**

Associate Degree - Computer Programming, Graduated with Honors

**CERTIFICATIONS**

- Microsoft Certified Professional

**ADDITIONAL SKILLS**

- Ability to handle multiple tasks at once
- Ability to work independently or as a part of a team
- Ability to write technical papers in "common" language
- Ability to review software for compliance of needs versus wants

In the Matter of: )  
 )  
Application of QUAD COMM, LLC for a Certificate of )  
Public Convenience and Necessity to Provide Resold )  
Long Distance Telecommunications Services Within the )  
State of South Carolina )  
\_\_\_\_\_ )

## EXHIBIT E

Proposed Long Distance (IXC) Tariff

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INTEREXCHANGE TARIFF

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**QUAD COMM, LLC**  
**SOUTH CAROLINA**  
**RATES, TERMS, AND CONDITIONS FOR SERVICE**  
**FOR**  
**INTEREXCHANGE AND INTRASTATE**  
**LONG DISTANCE SERVICES**

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ISSUED: January 25, 2011

EFFECTIVE: February 15, 2011

Ms. Jenny Rohr, President  
Quad Comm, LLC  
2303 SE 17<sup>th</sup> Street Suite 201 Ocala FL, 34471  
Phone 352-804-1550 Fax 352-433-2161

**QUAD COMM, LLC**

State of South Carolina  
PSC Tariff No. 1  
Original Sheet 2

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**INTEREXCHANGE TARIFF**

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**TITLE SHEET**

**SOUTH CAROLINA INTRASATE TELECOMMUNICATIONS TARIFF**

This tariff contains the description, regulations, and rates applicable to the furnishing of service and facilities for telecommunications services provided by Quad Comm, LLC ("Quad Comm") with principal offices at 2303 SE 17<sup>th</sup> Street Suite 201 Ocala FL, 34471

This tariff applies for services furnished within the State of South Carolina. This tariff is on file with the South Carolina Public Service Commission ("SC PSC"), and may be inspected during normal business hours at the Company's principal place of business.

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**Quad Comm, LLC**  
2303 SE 17<sup>th</sup> Street Suite 201 Ocala FL, 34471  
Phone 352-804-1550 Fax 352-433-2161

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INTEREXCHANGE TARIFF

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**CHECK SHEET**

The sheets listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date of the bottom of this page.

<u>SHEET</u>	<u>REVISION</u>
1	Original
2	Original
3	Original
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5	Original
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Phone 352-804-1550 Fax 352-433-2161



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**INTEREXCHANGE TARIFF**

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**CONCURRING CARRIERS**

None

**CONNECTING CARRIERS**

None

**OTHER PARTICIPATING CARRIERS**

None

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INTEREXCHANGE TARIFF

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INTEREXCHANGE TARIFF

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**INTEREXCHANGE TARIFF**

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**INTEREXCHANGE TARIFF**

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**SYMBOLS SHEET**

The following are the only symbols used for the purposes indicated below:

- D - Delete or Discontinue
- I - Change Resulting In An Increase to a Customer's Bill
- M - Moved From Another Tariff Location
- N - New
- R - Change Resulting In A Reduction To A Customer's Bill
- T - Change in Text Or Regulation But No Change In A Rate Or Charge

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INTEREXCHANGE TARIFF

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TARIFF FORMAT SHEETS

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the page. Sheets are numbered sequentially. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current sheet version on file with the SC PSC. For example, the 4th revised Sheet 14. Because of various suspension periods, deferrals, Etc., the SC PSC follows in their tariff approval process, the most current sheet number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
  - 2.
  - 2.1.
  - 2.1.1.
  - 2.1.1.A.
  - 2.1.1.A.1
  - 2.1.1.A.1.(a).
  - 2.1.1.A.1.(a) I.
  - 2.1.1.A.1 (a) I. ( i ).
  - 2.1.1.A.1 (a) I. ( i ). ( 1 ).
- D. Check Sheets - When a tariff filing is made with the SC PSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new pages are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some pages). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the SC PSC.

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INTEREXCHANGE TARIFF

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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**1.1 Definitions**

**Access Line** - An arrangement from a local exchange telephone company or other licensed common carrier, using either dedicated or switched access, which connects a Customer's location to the Company's location or switching center.

**Authorization Code** - A numerical code, one or more of which are available to a Customer's End User to enable him/her to access the Company, and which are used by the Company to identify the origin of the Customer so it may rate and bill the call. Automatic number identification (ANI) is used as the authorization code wherever possible.

**Casual Calling** - Access to Company's network and the subsequent use of Service by an End User Customer through the dialing of a carrier access code in the format 101XXX, where the four (4) digits represented by the "X" are the unique Carrier Identification Code (CIC) assigned to Company.

**Commission** - The South Carolina Public Service Commission (see SC PSC).

**Company or Quad Comm, LLC** - Used throughout this tariff to mean Quad Comm, LLC, a company licensed to do business in South Carolina.

**Connecting Carrier** - A telecommunications company, which may be either an interexchange or a local exchange carrier that supplies the Company with facilities to originate or terminate the Company's long distance services.

**Customer** - The person, firm, corporation or other entity, which orders service and is responsible for payment of charges due and compliance with the Company's tariff regulations.

**Day** - From 8:00 AM up to, but not including, 5:00 PM local time, Monday through Friday.

**End User** - The ultimate user of a telecommunications service which either; (1) orders the service through a certified Reseller Company or (2) uses the Company's Service directly as a Enduser Customer (3) Or, access the Company's Service dialing the Company's designated access code or other access number.

**Evening** - From 5:00 PM up to, but not including, 11:00 PM local time, Monday through Friday.

**Holidays** - The Company's recognized holidays are New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving Day, and Christmas Day.

**SC PSC** - The South Carolina Public Service Commission (also see Commission)

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**Quad Comm, LLC**  
2303 SE 17<sup>th</sup> Street Suite 201 Ocala FL, 34471  
Phone 352-804-1550 Fax 352-433-2161

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INTEREXCHANGE TARIFF

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## SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (continued)

1.1 Definitions (continued)

**Individual Case Basis (ICB)** – Determines involving situations where nonstandard arrangements are required to satisfy specialized needs. The nature of such Service requirements makes it difficult or impossible to establish general Tariff provisions for such circumstances. When it becomes possible to determine specific terms and conditions for such offerings, they shall be offered pursuant to such terms and conditions when set forth in writing and subscribed to by authorized representatives of Customer and Company.

**Interconnection** – The linkage used to join two or more communications units, such as systems, networks, links, nodes, equipment, circuits, and devices in two or more exchanges.

**Local Access** – The portion of the Service between a customer premise and a Company designated POP.

**Night/Weekend** - From 11:00 PM, up to, but not including, 8:00 AM Monday through Friday, and 8:00 AM Saturday, up to, but not including, 8:00 AM Monday.

**Off-hook** – the condition that exists when an operational telephone instrument or other user instrument is in use.

**On-hook** – the condition that exist when an operational telephone, or other instrument, is not in use.

**Reseller** – A customer, which purchase Service from the Company through a Service Agreement and resells service to its End Users or other licensed Carriers. End Users of a Reseller are not Customers of the Company. A Reseller must be authorized to operate in South Carolina before it can resell Services to its End Users.

**Telecom Unit** - A measurement of telecommunications service equivalent to one minute of usage between any two points within the State of South Carolina.

**Telecommunications** - The transmission of voice communications or, subject to the transmission capabilities of the services, the transmission of data, facsimile, signaling, metering, or other similar communications.

**Underlying Carrier** - The telecommunications carrier whose network facilities provide the technical capability and capacity necessary for the transmission and reception of Customer telecommunications traffic.

**VoIP (Voice over IP)** - A term used in IP telephony for a set of facilities for managing the delivery of voice information using the Internet Protocol (IP).

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Quad Comm, LLC  
2303 SE 17<sup>th</sup> Street Suite 201 Ocala FL, 34471  
Phone 352-804-1550 Fax 352-433-2161



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INTEREXCHANGE TARIFF

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SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS (continued)

1.2 Abbreviations

CCLC – Carrier Common Line Charge

CCS - hundred call-seconds

COCOT – Coin Operated Customer Owned Telephone

CPE – Customer Provided Equipment

DEMARC - Point of Demarcation

ICB – Individual Case Basis

SC PSC – The South Carolina Public Service Commission

LATA – Local Access Transport Area

LEC – Local Exchange Company

MTS – Message Toll Service

PBX – private Branch Exchange

POP – Point of Presence

RESBORG – Responsible Organization

SAL – Special Access Line

TDD – Telecommunications Device for the Deaf

VoIP – Voice over Internet Protocol

V & H – Vertical and Horizontal

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INTEREXCHANGE TARIFF

SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company.

The Company's services and/or facilities are furnished for communications originating at specified points within the State of South Carolina under terms of this tariff.

The Company installs, operates and maintains the communications services provided herein in accordance with the terms and conditions set forth under this tariff. It may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities when authorized by the customer, to allow connection of a customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangements.

The Company's primary business is the furnishing of Intrastate, Interstate, and International long distance services to its Customers or to licensed telecommunications reseller companies, licensed common carriers, local exchange companies. Also, End Users may access the company's services by utilizing casual calling. The Company is not a COCOT and has no plans at this time to actually provide coin telephones nor to offer such services other than the sale of its (the Company's) long distance services to the licensed providers companies within the State of South Carolina.

The Company's services and facilities are provided on a monthly basis unless ordered on a longer-term basis, and are available twenty-four hours per day, seven days per week.

2.2 Use of Facilities and Service

2.2.1 Service may be used for any lawful purpose by the Customer or any End User.

2.2.2 The Customer obtains no property right or interest in the use of any specific type of facility, service, equipment, number process, or code. All right, title and interest to such items remains, solely and at all times, with the Company.

2.2.3 Any service provided under this Tariff may be resold to or shared (jointly used) with other persons at the Customer's option. The Customer remains solely responsible for all use of service ordered, by it, or billed to its account(s) pursuant to this Tariff, for determining who is authorized to use the service, and for promptly notifying the Company of any unauthorized use. The Customer may advise its customers that a portion of its service is provided by the Company, but the Customer shall not represent that the Company jointly participates with the Customer in the provision of service.

2.2.3.1 Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions for service.

2.2.3.2 Customers reselling or rebilling services must have a Certificate to provide telecommunications service with the South Carolina Public Service Commission Commission.

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**INTEREXCHANGE TARIFF**

**SECTION 2 - RULES AND REGULATIONS (continued)**

**2.3 Limitations.**

- 2.3.1 The Included tariff language does not constitute a determination by the Commission (SC PSC) that a limitation of liability imposed by the Company should be upheld in a court of law. Acceptance for filing by the Commission recognizes that it is a court's responsibility to adjudicate negligence and consequential damage claims. It is also the court's responsibility to determine the validity of the exculpatory clause.
- 2.3.2 Service is offered subject to availability of the necessary facilities and/or equipment and subject to the provision of this Tariff. The Company may decline applications for service to or from a location where the necessary facilities or equipment are not available. The Company may discontinue furnishing service in accordance with the terms of this tariff.
- 2.3.3 The Company reserves the right to discontinue furnishing service, or limit the use of service, upon written notice, when necessitated by conditions beyond its control, or when the customer is using service in violation of the law or the provisions of this tariff.
- 2.3.4 The Company shall be indemnified and held harmless by the Customer against:
  - (A) Claims for libel, slander, or infringement of copyright arising out of the material, data, information or other content transmitted over the Company's facilities.
  - (B) All other claims arising out of any act or omission of the Customer in connection with any service or facility provided by the Company.
- 2.3.5 The Company reserves the right to refuse an application for service made by a present or former Customer who is indebted to the Company for service previously rendered pursuant to this Tariff until the indebtedness is satisfied.

**2.4 Use and Ownership of Equipment**

The Company's equipment, apparatus, channels, and lines shall be carefully used. Equipment furnished by the Company shall remain its property and shall be returned to the Company whenever requested, within a reasonable period following the request, in good condition (subject to reasonable wear and tear). The Customer is required to reimburse the Company for any loss of, or damage to, the facilities or equipment on the Customer's premise, or the Customer's Customer premise, including loss or damage caused by agents, employees, or independent contractors of the Customer through any negligence.

**2.5 Minimum Period of Service**

The minimum period for which services are provided and for which rates and charges are applicable is one month unless otherwise specified. When a service is disconnected prior to the expiration of the minimum period, charges are applicable, whether the service is used or not.

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INTEREXCHANGE TARIFF

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## SECTION 2 - RULES AND REGULATIONS (continued)

**2.6 Payment for Service Rendered**

- 2.6.1 Service is provided and billed on a monthly basis. Bills are due and payable upon receipt. In the event that the Company incurs fees or expenses, including attorney's fees, collection, or attempting to collect, any charges owed to the Company, the Company may charge the Customer all such fees and expenses reasonably accruing at the rate of 1.5% per month or the highest rate allowed by law, whichever is lower. Collection fees on overdue charges shall begin to accrue when the account is assigned to an outside collection agency. Such collection fees are separate and distinct from attorney's fees and other costs incurred in collecting charges owed to the Company.
- 2.6.2 The Customer is responsible for payment of all charges for service furnished to the Customer, or the Customer's agents, End Users, or customers. All charges due by the Customer are payable to the Company or the Company's authorized billing agent. Any objection to billed charges must be reported promptly to the Company. All undisputed charges must be paid as per terms on the bill.
- 2.6.3 The Company reserves the right to assess a charge of \$20.00 US Dollars whenever a check or a draft presented for payment of service is not accepted by the institution upon which it is written. The foregoing shall not limit the Company's right to discontinue service for returned checks or drafts under section 2.12.
- 2.6.4 Application of Late Payment Charge
- 2.6.4.1 Late payment charges do not apply to final accounts.
- 2.6.4.2 Late payment charges do not apply to governmental agencies of the State of South Carolina. These agencies are required to make payment in accordance with South Carolina Law governing financial responsibility of the State, its agencies, commissions, departments, etc.

**2.7 Deposits**

The Company does not require a deposit from the Customer.

**2.8 Advance Payments**

The Company does not require advanced payments.

**2.9 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

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Quad Comm, LLC  
2303 SE 17<sup>th</sup> Street Suite 201 Ocala FL, 34471  
Phone 352-804-1550 Fax 352-433-2161

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INTEREXCHANGE TARIFF

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## SECTION 2 - RULES AND REGULATIONS (continued)

2.10 Inspection, Testing, and Adjustment

- 2.10.1 The Company may upon reasonable request and /or notice make such test and inspections as may be necessary to determine whether the terms and conditions of this Tariff are being complied with in the installation, operation, and maintenance of the Customer's, the Customer's Customers or End Users, or the Company's facilities or equipment. The Company may interrupt service at any time, without penalty or liability, due to the departure from or reasonable suspicion of the departure from any of these terms and conditions.
- 2.10.2 The Customer shall be responsible for making arrangements or obtaining permission for safe and reasonable access for Company employees or agents of the Company to enter the premises of the Customer, the Customer's Customers or the Customer's End Users, at any reasonable hour for the purpose of inspecting, repairing, testing, or removing any part of the Company's equipment or facility(ies).
- 2.10.3 Upon reasonable notice, the facilities or equipment provided by the Company shall be made available to the Company for such test and adjustments as may be necessary to maintain the Company's scheduled maintenance program to ensure Company equipment and / or furnished facilities are kept-up in a condition satisfactory to the Company. No interruption allowance will be made for the time during which test and adjustments are made, unless such interruptions exceeds twenty-four hours in length and is requested by the Customer.

2.11 Interruption of Service

- 2.11.1 It shall be the customer's obligation to notify the Company immediately of any service interruption for which a credit allowance is desired. Before giving such notice, the customer shall ascertain that the trouble is not being caused by any action or omission by the customer within his control, or equipment furnished by the customer and connected to the Company's facilities. No refund or credit will be made for the time that the Company stands ready to repair the service and the subscriber does not provide access to the Company for such restoration work.
- 2.11.2 No credit shall be allowed for an interruption of a continuous duration of less than twenty-four hours after the subscriber notifies the Company.
- 2.11.3 The customer shall be credited for an interruption of more than twenty-four hours as Follows:
- Credit Formula:
- Credit = A/B x C
- "A" - outage time in hours  
"B" - 720 hours in month  
"C" - total monthly charge for affected facility

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INTEREXCHANGE TARIFF

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SECTION 2 - RULES AND REGULATIONS (continued)

2.12 Suspension or Termination of Service

2.12.1 After providing written notice to the Customer, with ten working days to respond to said notice (excluding weekends and holidays), the Company may suspend or terminate service and/or cancel an application for service, and sever the connection(s) from the Customer's premises without incurring any liability for any of the following reasons:

2.12.1.A Non-payment of any sum, which is not in written dispute, due to the Company for any bill rendered more than thirty days beyond the date of rendition of the bill for such service.

2.12.1.B A violation of any regulation governing the service under this tariff.

2.12.1.C A violation of any law, rule, or regulation of any government authority having jurisdiction over such service.

2.12.1.D In the event of unauthorized use, where the Customer fails to take reasonable steps to prevent the unauthorized use of the facilities or service received from the Company.

2.12.1.E The Company has given the customer notice and has allowed a reasonable time to comply with any rule, remedy, or deficiency.

2.12.2 The Company shall have the right to take immediate action, including termination of the service and severing of the connection, without notice to the Customer when in the judgment of the Company there is a probability of injury or damage to Company or telephone personnel, plant, property, or service which is occurring, or is likely to occur.

2.12.3 Abandonment or Unauthorized Use of Facilities

2.12.3.A If it is determined that facilities have been abandoned, or are being used by unauthorized persons, or that the Customer has failed to take reasonable steps to prevent unauthorized use, the Company may terminate access service.

2.12.4 Emergency Termination Service

The Company will immediately terminate the service of any Customer, on request, when the Customer has reasonable belief that the service is being used by an unauthorized person or persons. The Company may require that the request be submitted in writing as a follow-up to a request made by telephone.

2.12.5 Government, Court, or Commission Order

The Company will immediately terminate the service of any Customer by order of any governmental agency either federal or state having the authority, at the order of a court, or upon being ordered by the SC PSC.

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INTEREXCHANGE TARIFF

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SECTION 2 - RULES AND REGULATIONS (continued)

2.12 Suspension or Termination of Service (continued)

2.12.6 Cancellation Credit

When the Company cancels service or the provision of equipment and the final service period is less than the monthly billing a credit will be issued for any amounts billed in advance, prorated at 1/30<sup>th</sup> the monthly recurring charge for each day service was rendered or the equipment was provided. The credit will be issued to the Customer or applied against the balance remaining on the Customer's account.

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INTEREXCHANGE TARIFF

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## SECTION 3 – SERVICE DESCRIPTION

3.1 **Timing of Calls**

The customer's monthly usage charges for Carrier service are based upon the total number of minutes the Customer uses and service options subscribed to. Chargeable time begins when the connection is established between the calling station and the called station or PBX. Chargeable time ends when either party disconnects.

There are no charges incurred if a call is not completed.

3.2 **Start of Billing**

For billing purposes, the start of service is the day following acceptance by the Customer of Company's service or equipment. The end of service date is the last day for which service was provided by the Company or the last day of any required notification period, whichever is later.

3.3 **Interconnection**

Service furnished by the Company may be interconnected with services or facilities of other authorized communications resellers or common carriers and with private systems, subject to the technical limitations established by the Company. Service furnished by the Company is not part of a joint undertaking as described in Section 2.2 of this tariff. Any special interface equipment of the Company and other participating underlying carriers or common carriers shall be provided at the Customer's expense.

Interconnection with the facilities or services of underlying carriers shall be under the applicable terms and conditions of the underlying carriers' tariff. The Customer is responsible for taking all necessary legal steps for interconnecting his End User by providing terminal equipment or communications systems for establishing interconnection with the Company. The Customer shall secure all right-of-ways, and other arrangements necessary for interconnection.

3.4 **Terminal Equipment**

The Company's service may be used with or terminated in CPE terminal equipment or communication system, such as PBX's, Key Systems, teleprinters, handsets, or data sets. Such terminal equipment will be furnished and maintained at the expense of the providing customer, except as otherwise agreed in advance and in writing. The Customer is responsible for all cost at their premises, including personnel, wiring, electrical power, and the like incurred in the use of the Company's service. When such CPE terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria of the telecommunication industry.

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INTEREXCHANGE TARIFF

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## SECTION 3 – SERVICE DESCRIPTION (continued)

3.5 Calculation of Distance

Usage charges for any mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call(s).

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates that are generally accepted within the industry:

Formula: 
$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

3.6 Minimum Call Completion Rate

The Customer can expect a call completion rate of 99% for Intrastate and Interstate domestic U.S. calls attempted during peak use periods for all Feature Group D “1+” services.

3.7 Network Management

The Company will administer its network to provide acceptable service levels to all telecommunications users of the Company’s network services. Generally, service levels are considered acceptable only when both End Users and Customers are able to establish connections with little or no delay encountered within the Company’s network. The Company maintains the right to apply protective controls, (i.e., those actions, such as call gapping, which selectively cancel the completion of any traffic carried over its network), including that associated with a Customer’s service. Generally, such protective measures would only be taken as a result of occurrences such as a failure or overload of Company or customer facilities, natural disasters, mass calling or national security demands.

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INTEREXCHANGE TARIFF

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SECTION 3 – SERVICE DESCRIPTION (continued)

3.8 Usage Charges and Billing Increments

3.8.1 Usage Charges

Unless flat rated, usage-charges are determined by the time of day rate periods and minutes of use within each rate period. The rate period is determined by the time and day of call origination at the Customer's location.

3.8.2 Billing Increments

Usage is billed in an initial one (1) minute increment and in six (6) second increments thereafter. Partial usage will be rounded up to the next highest increment.

3.8.3 Rounding

All calls are rounded to the next highest billing interval. Total charge for a fraction of a cent will be rounded to the next highest whole cent.

3.8.4 Volume Based Plan Enrollment

3.8.4.A Placement into various plans is dependent upon prior actual monthly usage or estimated monthly usage.

3.8.4.A.1 Upon request, Customer may change from initial plan to a higher usage, lower rate plan.

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INTEREXCHANGE TARIFF

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## SECTION 3 – SERVICE DESCRIPTION (continued)

3.9 Service Offerings

## 3.9.1 Switched 1+ Message Toll Services

“1+” Feature Group D (FGD) service is offered to customers and casual callers. The service permits direct dialed outbound calling at a single per minute rate. Service is provided from dedicated or shared use access lines. Calls are billed in one-minute increments. Basic Plans and Value Plans offer different rates, based on monthly usage.

## 3.9.2 800 / 888 (Inbound) Long Distance Service

800 / 888 (Inbound) Long Distance Service is offered to residential and business customers. The service permits inbound 800/888 calling at a single per minute rate. Service is provided from presubscribed, dedicated or shared use access lines. Calls are billed in One Minute increments, with One Minute call duration. A minimum monthly service charge requirement applies to Non-Dedicated Plans. Customers whose monthly usage is less than the minimum will be billed the minimum amount. Basic Plans and Value Plans offer different rates, based on monthly usage.

800/888 service is virtual banded inbound toll service. Access is gained by dialing a ten-digit telephone number, which terminates at the Customers location. 800/888 services originate via normal shared use facilities and are terminated via the Customer's or the Customer's Customers local exchange service access line.

The Company will accept a prospective 800/888 service customer's request for up to ten (10) 800/888 telephone numbers and will reserve such number(s) on a first come first serve basis. All requests for 800/888 number reservations must be made in writing, dated, and signed by a responsible representative of the Customer. The Company does not guarantee the availability of 800/888 numbers until assigned. The 800/888 service telephone number(s) requested by the customer, if found to be available, will be reserved for and furnished to the eligible customer.

If a Customer who has received an 800/888 number does not subscribe to 800/888 service within ninety (90) days, the Company reserves the right to make the assigned number available for use by another Customer.

3.9.2.A Dedicated Outbound WATS Service – Rate plans are based on monthly usage.

3.9.2.B Dedicated Inbound 800/888 Service - Rate plans are based on monthly usage.

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INTEREXCHANGE TARIFF

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SECTION 3 – SERVICE DESCRIPTION (continued)

3.9 Service Offerings (continued)

3.9.3 Prepaid Calling Card Service

At the present time, the Company is **not offering Prepaid Calling Card Service** but pay do so in the future at which time it would send an updated tariff to the SC PSC reflecting the changes to its services offering.

3.9.4 VoIP Services

At the present time, the Company is **not offering VoIP Services** but may do so in the future at which time it would send an updated tariff to the SC PSC reflecting the changes to its services offering.

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INTEREXCHANGE TARIFF

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SECTION 4 - RATES

4.1 Switched 1+ Message Toll Service Rates

At the present time, the Company is not offering Switched 1+ Message Toll Service but may do so in the future at which time it would send an update tariff to the SC PSC reflecting the changes to its services offering.

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INTEREXCHANGE TARIFF

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SECTION 4 – RATES

4.2 800 / 888 (Inbound) Long Distance Service Rates

At the present time, the Company is not offering 800/888 (inbound) Long Distance Service but may do so in the future at which time it would send an update tariff to the SC PSC reflecting the changes to its services offering.

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INTEREXCHANGE TARIFF

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SECTION 4 - RATES (continued)

**4.3 Dedicated outbound WATS Service Rates**

At the present time, the Company is not offering Dedicated Outbound WATS Service but may do so in the future at which time it would send an updated tariff to the SC PSC reflecting the changes to its services offering.

**4.4 Dedicated Inbound 800/888 Service Rates**

At the present time, the Company is not offering Dedicated Inbound 800/888 Service but may do so in the future at which time it would send an updated tariff to the SC PSC reflecting the changes to its services offering.

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INTEREXCHANGE TARIFF

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## SECTION 4 - RATES (continued)

4.6 Miscellaneous Charges

## 4.6.1 Special Promotions

The company will, from time to time, offer special promotions to its customers waiving certain charges. These promotions will have specific starting and ending dates, and will be part of this tariff. In the event that the company offers such promotions, it would list any promotional rates on a revised tariff and such data would be included in section 4.5.

## 4.6.2 Directory Assistance

4.6.2.A The Company provides Directory Assistance as an ancillary service exclusively to its customers. Directory Assistance is accessible by dialing "1", the area code of the desired number and "555-1212".

**Directory Assistance, per call: \$0.99**

## 4.6.2.B Limitations

The following types of calls are not permitted for Quad Comm, LLC 1+, Dedicated, and Casual Calling long distance service(s):

- 4.6.2.B.1 Collect.
- 4.6.2.B.2 Billed to third number.
- 4.6.2.B.3 Person-to-person
- 4.6.2.B.4 Operator assisted
- 4.6.2.B.5 Mobile calls and
- 4.6.2.B.6 Calls to 900, 976, and 0+.

## 4.6.3 Late Payment Charges

Interest charges of 1.5% per month will be assessed on all unpaid balances more than thirty days old.

## 4.6.4 Return Check Charges

A return check charge of \$20.00 will be assessed for checks returned for insufficient funds if the face value does not exceed \$400.00, or 5% if the value of the check if the face value exceeds \$400.00, whichever is greater.

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INTEREXCHANGE TARIFF

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SECTION 4 - RATES (continued)

4.6 Miscellaneous Charges (continued)

4.6.5 Restoration of Service

A reconnection fee of \$25.00 per occurrence is charged when service is re-established for customers who had been temporarily disconnected for non-payment. Customers whom have been permanently disconnected sixty (60) days following the temporarily disconnected date for non-payment, and who have made, and/or failed to honor, payment arrangements with the Company will be required to reapply for service following full payment of all delinquent and overdue charges.

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INTEREXCHANGE TARIFF

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## SECTION 4 - RATES (continued)

4.7 Special Rates For The Hearing Disabled4.7.1 Directory Assistance

There shall be no charge for up to fifty calls per billing cycle from lines or trunks serving individuals with hearing, speech, or visually impaired disabilities. The Company shall charge (½) one-half the prevailing per call tariff rate for every call in excess of (50) fifty-directory assistance inquiries made within a monthly billing cycle.

4.7.2 Hearing and Speech Impaired Persons

Interstate toll message rates for TDD users shall be evening rates for daytime calls and night rates for evening, holiday, and night calls.

4.7.3 Telecommunications Relay Service

For intrastate toll calls received from the relay service, the Company will when billing the relay calls specifically discount each call by (50%) fifty-percent of the otherwise applicable rate. For a voice nonrelay call whenever either the calling or called party indicates one of the parties (either party) has both a hearing and visual impairment, the call shall be discounted by (60%) sixty-percent of the otherwise applicable rate of a voice nonrelay call.

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INTEREXCHANGE TARIFF

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SECTION 5 – MAXIMUM RATES

- 5.1 Reserved for future use
- 5.2 Reserved for future use
- 5.3 Dedicated outbound WATS service rates. \$0.30 per minute
- 5.4 Dedicated inbound 800/888 service rates. \$ 0.30 per minute
- 5.5 Reserved for future use

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## **CERTIFICATE OF SERVICE**

The undersigned employee of Elliott & Elliott, P.A. does hereby certify that she has served below listed parties with a copy of the pleading(s) indicated below by mailing a copy of same to them in the United States mail, by regular mail, with sufficient postage affixed thereto and return address clearly marked on the date indicated below:

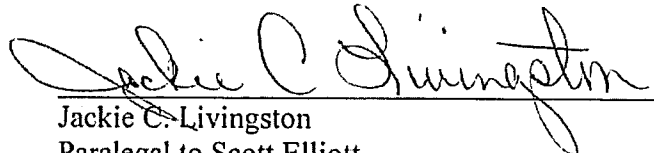
RE:                                      Application of Quad Comm, LLC for a Certificate of Public Convenience and Necessity to Provide Resold Long Distance Telecommunications Services Within the State of South Carolina

DOCKET NO.:

PARTIES SERVED:                  C. Dukes Scott, Esquire  
Office of Regulatory Staff  
P. O. Box 11263  
Columbia, SC 29211

PLEADING:                          APPLICATION

August 23, 2011

  
\_\_\_\_\_  
Jackie C. Livingston  
Paralegal to Scott Elliott